

GTA Board of Directors

The GTA Board of Directors functions in much the same way as the board of a corporation. It oversees GTA's policies, approves the budget and also selects the GTA executive director and the state's chief information officer after considering a recommendation from the Governor. The board is composed of 12 members. The Governor appoints seven members, the Lieutenant Governor and the Speaker of the House appoint two members each, and the Chief Justice of the Georgia Supreme Court appoints one non-voting member. They serve staggered, three-year terms. The Governor designates a member of the board to serve as chair. All members must be employed in the private sector and have high-level experience in managing large IT enterprises.

Board Members *(as of March 2005, with one vacancy)*

James D. Lester III, Board Chairman
Chief Information Officer, AFLAC, Inc., Columbus

Maryam Alavi
Interim Dean, Goizueta Business School, Emory University, Atlanta

Andrew Barclay, Ex-officio member
Technical Consultant, ChildWelfare.net, Atlanta

The Honorable L. Keith Brady
Mayor, City of Newnan

Roy H. Fickling
President, Fickling and Company, Macon

Alfred G. Hansen
President and CEO, EMS Technologies, Inc., Norcross

Hugh Kaplan
Ascential Software, Alpharetta

Jeffrey R. Kuester
Partner, Thomas, Kayden, Horstemeyer & Risley, LLP, Atlanta

Jacinta (Jay) C. Miller
Director of Testing Services, Total System Services, Inc., Columbus

Connell Stafford
Vice President for Corporate Affairs, retired, The Coca-Cola Company, Atlanta

Cheryl N. Taylor
Production Support Manager, AGL Resources, Atlanta

Georgia Technology Authority
Progress Report 2004–2005



Bringing the benefits of technology
to Georgia government.



GTA Mission

To deliver secure, reliable technology services and solutions, and provide guidance and oversight that lead to sound decisions for Georgia government.

Responsibilities

GTA manages the state's computer and telecom services and promotes the cost-effective use of technology in state and local government.

GTA's specific responsibilities are to:

- Promote interoperability of state systems through enterprise architecture, procurement and statewide IT governance.
- Establish policies and standards derived from the enterprise architecture for technology and security.
- Operate the state's data center and the telecommunications network.
- Develop and manage the state's Web portal to provide online government information and services.
- Coordinate the purchase of technology resources consistent with established policies and standards.
- Oversee IT projects costing more than \$1 million to prevent waste and delay.
- Review and analyze IT budgets and strategic plans.
- Facilitate statewide strategic planning to build a technology-enabled government.



100 Peachtree Street, Suite 2300
Atlanta, Georgia 30303-3404
404-463-2300
www.gta.georgia.gov

Georgia Technology Authority

Advice and project management

GTA works with state agencies to establish statewide IT policies and standards. We also advise agencies about their IT purchases and initiatives and manage projects to ensure they produce the intended value and efficiencies.

In addition, GTA plays a critical role in state government IT operations.



Telecommunications

We provide telephone, wireless and data services in every Georgia county to state agencies, state colleges and universities and more than 1,000 local and federal government entities. GTA provides or supports more than 226,000 telephone lines.

Data center services

At any hour of the work day, 10,000 state workers are logged into applications supported by the state data center. We provide support through the data center for more than 125 state computer applications such



as law enforcement, tag and title, driver's license, revenue collections, temporary assistance for needy families and the state human resources and financial systems. GTA's print facility prints more than 6 million checks every year, from income tax refunds to child support checks.

"GTA provides us intrusion detection and alerts that keep us aware of worms and viruses that may attack individual terminals or the system as a whole. The service is very critical to us to protect criminal justice and criminal history information that moves over our network."

Gib Heuett
Georgia Bureau of Investigation



Since GTA assumed responsibility for operation of telecommunication and data center services in FY 2002, we have worked to reduce costs and achieve savings.

Telecommunication savings of \$11.1 million:

- ▶ Saved **more than \$1 million** by dismantling the state long distance system (GIST) and contracting with private carriers instead.
- ▶ Lowered long distance rates for agencies by as much as **70 percent**, which saved **\$6.9 million** in total funds.
- ▶ Reduced agency local telecommunication costs to save an additional **\$3.2 million**, including:
 - \$1.3 million in billing credits to 42 agencies after renegotiating contracts with Alltel and BellSouth.
 - \$400,000 in savings from a new contract for wire and cable services.
 - More than \$1 million recovered through reconciling bills, correcting vendor bills and disconnecting unused and unnecessary phone lines.



Savings from statewide contracts:

- ▶ **\$2.4 million/year** projected cost avoidance for hiring temporary IT professionals from the Comsys enterprise contract.
- ▶ Negotiated enterprise agreements that leveraged purchasing power for state agencies and local governments for selected hardware and software.
- ▶ Negotiated 11 statewide contracts for wireless communication devices and services, which will foster standardization, interoperability and volume discounts.

Savings from position reductions:

- ▶ Saved **\$2.2 million** by eliminating 30 positions in financial systems.
- ▶ Saved **\$1.8 million/year** by reducing the number of contract employees (FY 02-04).

"We especially appreciate the time and thoughtfulness you took to ensure the telephone lines were set up to meet our needs; you assessed the situation then made a suggestion that minimized our downtime, thus enabling our office to remain highly productive."

Carolyn B. Donald, Georgia Quick Start
Department of Technical and Adult Education

Organizational Structure

In 2004, GTA began reorganizing to better focus on its mission and customer service. Feedback from customers, internal analysis and a recent report by the Commission for a New Georgia confirmed GTA's direction.

The new structure positions GTA to provide improved services to state agencies. At the same time,

GTA will be able to provide the level of IT leadership and guidance that the legislation creating GTA intended.

GTA's new structure includes three major divisions: the technology planning division, the operations division and the financial division. Transition to the new structure will be complete in 2005.

The technology planning division focuses on GTA's statutory responsibilities. Offices include acquisition management, enterprise IT planning, program management and information security.

The operations division is responsible for many of the products and services GTA offers. Offices include solutions development, IT infrastructure services,

regional operations, support services and solutions marketing.

The financial division supports the internal administrative needs of GTA. Offices include internal planning and performance management, internal business services, budget, internal IT support and data sales.

GTA Budget FY 2005*

Current Budget

Revenues:

Current Year Appropriation	\$15,339,112
Current Year Revenues**	\$171,003,261
Prior Year Revenues	\$4,665,096
Total GTA Generated Revenues	\$175,668,357
Total Revenues:	\$191,007,469

Expenses:

Personal Services	\$52,969,665
Regular Operating	\$5,912,990
Travel	\$300,000
Motor Vehicle Purchases	\$0
Equipment	\$247,180
Real Estate Rentals	\$4,248,438
Per Diem, Fees	\$11,173,226
Contracts	\$378,000
Telephone Billings	\$74,020,450
Telecommunications	\$2,405
Radio Billings	\$208,900
Computer Charges and EDP Equipment	\$38,795,510
Materials for Resale	\$2,750,705
Total Expenses:	\$191,007,469

*GTA's FY 2005 budget includes **more than \$9.9 million in reductions**, including:

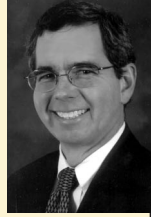
- \$3.7 million in telephone billings through renegotiating rates with vendors and disconnecting unused phone lines
- \$1.6 million by eliminating 30 positions
- \$4.6 million by using prior year revenues

**Revenue generated from state agencies for telecom and computer services and from sales of data.

"As Governor Perdue has said many times, he wants Georgia to be the best managed state by the year 2007. Information technology really is central to that. From customer service to development of policy, it really makes a difference and GTA is going to be there working with the agencies."

Joy Hawkins
Deputy Chief Operating Officer
Office of the Governor

A quick look @ GTA



During the past year, we set clear goals for GTA. Each goal reflects our commitment to making wise IT decisions for Georgia and providing secure, reliable services to state agencies that enable them to conduct the state's business as effectively as possible. This report briefly outlines the progress we have made during 2004-2005. For example, GTA has:

- Worked closely with agencies on many initiatives and began building an enterprise architecture for the state.
- Prevented damage to the state's infrastructure from worm and virus attacks.
- Opened a command center to continuously monitor the state's wide area network and data center operations.
- Added the Google search engine and useful new features to the state portal, www.georgia.gov.
- Led the Critical Project Review process, which helps ensure the success of the state's largest IT projects.
- Made important improvements to the state's data center operations and telecom infrastructure.
- Lowered the cost of long distance service.

The coming year will bring landmark changes to IT in Georgia. GTA is overseeing implementation of the state's new wide area network, which uses the latest technology. When the conversion is complete, the high-speed access needed to support services will be available in areas of the state that were previously not equipped for it. Also, the state has signed a lease for a secure, modern data center, and we are working with agencies to coordinate the move to the new facility. Another initiative underway will improve management of the state's e-mail systems with a statewide e-mail address book to facilitate better communication among agencies.

We look forward to continuing to work with agencies to bring the benefits of technology to Georgia government.

A handwritten signature in blue ink that reads "Tom Wade".

Tom Wade
GTA Executive Director and State CIO

Goal 1

Use IT to facilitate agency collaboration.

Strengthening IT capability

- Continue to work closely with agency heads and CIOs on activities such as implementing the new wide area network, offering security training and procurement workshops, piloting virtual private network (VPN), expanding portal services, and reporting on IT projects and expenditures.

Enterprise Architecture (EA)

- Began building EA because technology based on business needs is both a smarter use of IT and yields a better return on investment.
- Documented the state's businesses, processes and current technical architecture.
- Established a governance council in May 2004 to help design policies and strategies to lead to more effective and efficient delivery of state government services. Composed of senior staff from 10 agencies and staff from the Governor's office, the council began selecting statewide projects to benefit multiple agencies.
- Began working on a pilot project to enable agencies to share software that automates constituents' address changes.

- Collaborating with the Governor's Office of Planning and Budget (OPB) on portfolio management, a process for setting IT priorities.

PeopleSoft upgrade

- Initiated an upgrade of the state's PeopleSoft human resources and financial systems to save money and simplify the operating environment for users. The upgrade is continuing under the State Accounting Office.

Urban Area Security Initiative

- Overseeing procurement, project management and technical specifications for a \$10.7 million federal grant to buy a digital radio communication system and work toward interoperability.

Statewide Business Vision and Roadmap

- Guided 40 agencies and offices in an initial workshop to create a vision for state government and work toward Governor Perdue's goal of making Georgia one of the best managed states by 2007.

Goal 2

Protect the state's infrastructure.

Security

- Prevented damage to the infrastructure from worm and virus attacks.
- Issued bulletins from GTA's Threat Management Center alerting agencies of possible attacks.
- Conducted vulnerability assessments of eight agencies; will assess 10 more agencies each year.
- New firewall standards adopted by the CIO Council.
- Held "boot camp" training for agencies on IT emergencies, intrusion detection and wireless networks.
- Began adding intrusion protection to GTA desktops.

Command center

- Opened a command center to continuously monitor the state's wide area network (WAN) and data center operations.
- Combines all monitoring and responsibility in a single facility—a best practice GTA adopted from the private sector.

- Repels more than 1 million unauthorized attempts to access state information systems every week.
- Shortens response times and strengthens GTA's ability to provide customer agencies with up-to-date information about situations that could affect their operations.

Business continuity

- Sponsored a Digital Academy session in which 87 participants from 29 agencies worked to increase state government's capability for business continuity and preparedness for disasters.
- The Georgia Digital Academy, a learning program sponsored by GTA, brings state agencies together to develop technical solutions to common business problems.

G-8 Summit

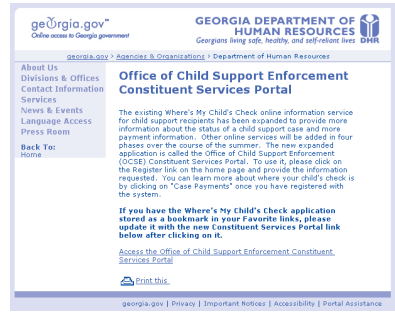
- Collaborated with the Georgia Bureau of Investigation and the Georgia Emergency Management Agency to plan for and support essential services at the G-8 Summit on Sea Island.

Goal 3

Improve access to government information and services while ensuring privacy.

Portal and other online services

- ▶ Added the Google search engine, which helps visitors find information quickly and costs less to operate than the previous search engine.
- ▶ Upgraded the Oracle database, resulting in a 35 percent improvement in the performance of applications and cost savings on maintenance and support.
- ▶ Worked with the Department of Motor Vehicle Safety to enable almost 71,000 Georgians to renew their driver's license online or by phone during FY 04.
- ▶ Offered GA 400 Cruise Cards online.
- ▶ Added features to the payment processing service to allow state agencies to perform refunds, voids, reporting, and search transactions. UGA processed more than \$50 million in tuition credit card transactions during the first six months of using the service.



- ▶ Expanded child support features and information. The Office of Child Support Enforcement's constituent services portal was a finalist for national recognition.
- ▶ Provided information and links to sites for every county and county seat and more than 300 other cities.
- ▶ Launched an intranet for state employees. Features include an employee directory, benefits information, training and job opportunities, commuting options and state policies.

Goal 4

Improve IT decision-making, investments and implementation.

Assuring success of large projects

- ▶ Leading the Critical Project Review process, which keeps senior executives in the Governor's office aware of the status of projects including DHR's Safe Futures (SACWIS) and bioterrorism; DOE's Student Information System; and the PeopleSoft upgrade.
- ▶ Began offering independent verification and validation (IV & V) services to improve the quality and reliability of large IT projects:
 - GTA's IV & V service for agency projects that cost between \$1 million and \$5 million; and
 - Enterprise agreement with multiple vendors for projects exceeding \$5 million.
- ▶ Implemented an enterprise agreement for project management and planning, in addition to services available from GTA.

Procurement

- ▶ Trained 31 agencies on statewide technology contracts.
- ▶ Earned a national Achievement of Excellence in Procurement Award.
- ▶ Managed 45 statewide contracts for a variety of IT products and services.

Supporting the Commission for a New Georgia

- ▶ Consulted on technical aspects and project management for implementing the commission's recommendations.
- ▶ Proposed IT initiatives to improve government efficiency and delivery of services, including:
 - requiring that all temporary IT professionals be hired at a discounted rate through the existing statewide contract;
 - auditing telecommunications invoices to prevent inaccurate billing; and
 - implementing a thin-client solution to lower the cost of state computers.

Providing useful information about IT in Georgia government

- ▶ Published the *2004 IT Expenditures Report*, which details IT spending by state agencies.
- ▶ Worked with agencies to produce the *Georgia Information Technology Strategic Plan 2004-2006*, which describes the state of technology in Georgia government and serves as a reference point for the next phase of strategic IT planning.

Increase agencies' productivity by delivering reliable technology services.

Data center improvements

- Contracted for enhanced disaster recovery services at a lower cost.
- Enhanced operations, including an IBM system upgrade and the Advanced Windows Environment.
- Instituted regular reporting to agencies on the availability of services.
- Launched a Web site to allow agencies to track their applications in the data center.
- Established a command center to coordinate monitoring of computer systems and the data network.
- Stabilized the current physical plant through regular inspection and maintenance of power plant and daily reporting on key indicators.



New location for state data center

- Signed a contract to lease space in a modern, highly reliable data center facility.
- New facility offers the appropriate levels of availability, reliability and security.
- Building operations and maintenance will be performed by an industry leader with expertise in facilities management.
- Working with agencies to ensure a smooth transition with minimal disruption.



Telecommunication improvements

- Implemented the recommendations of the Telecommunications and Technology Task Force regarding improving customer service and outsourcing some services.
- Began conversion to the new outsourced wide area network based on the latest technology.
- Worked with OPB to revise cell phone policy.
- Implemented technology to support needs at the Capitol, including upgrades, networking equipment, robust backup solutions and a conference bridge.

Upgrading the state's network for greater speed and flexibility

- Contracted with BellSouth through competitive bidding to upgrade and manage the state's wide area network.
- Outsourcing enables GTA to offer agencies newer and more reliable telecommunication services and to obtain better pricing.
- Multi-protocol label switching (MPLS) technology provides greater reliability, speed and service options.
- MPLS lays a solid foundation for transmitting voice, data and video together on a single network.

New network already yielding positive results

The Department of Human Resources Office of Child Support Enforcement, one of the first to convert to the new wide area network, saw immediate results from faster response times for the child support system:

- The time required to register a case decreased from 30 to 14 minutes.
- The time required to establish an order decreased from 18 to six minutes.
- Time spent searching for information about a case dropped from four minutes to less than a minute.



Cindy Moss of the Office of Child Support Enforcement expressed appreciation to GTA after the conversion of the first site to MPLS: *"Thanks to all the GTA staff for the diligence shown to this project. Words cannot express what this effort means to us... we feel that this is the first step to getting where we need to go. We have 516,000 children depending on us."*